



## ***Analysis of LAN Maintenance Vendors***

**Wilson Haddow**  
**INPUT**  
**wh@input.com**

NTT America 1

INPUT



## ***Contents***

- **Introduction**
- **Research Methodology**
- **Vendor Analysis**
- **Vendor Comparison**
- **Conclusion**

NTT America 2

INPUT



## *Introduction*

NTT America 3

INPUT



## *About INPUT*

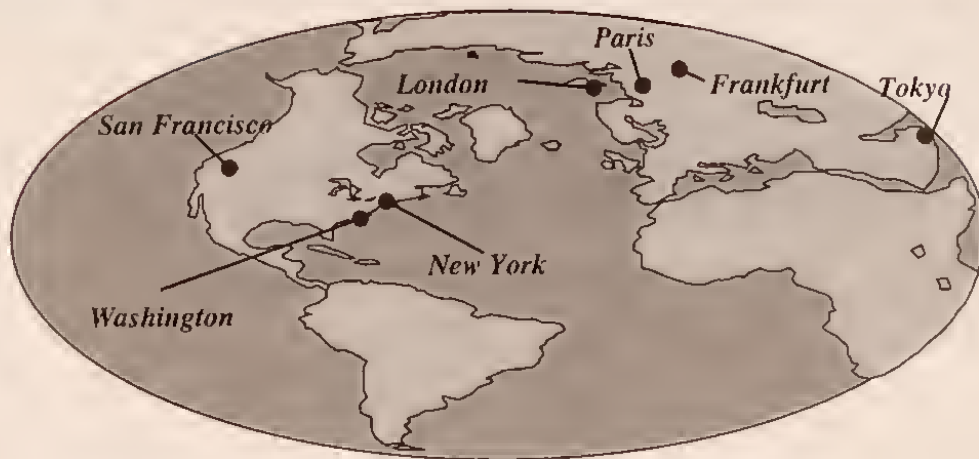
- 20+ Years In IT Research & Consultancy
- Focus on Systems, Software & Services Solutions
- Matching Supply Capability to Market Demand
- Global and Local Coverage

NTT America 4

INPUT



## Worldwide Market Scope



*Global Expertise Local Research*

NTT America 5



INPUT



## Research Methodology

NTT America 6



INPUT

## **Research Methodology**

- **Company Overview**
  - Size, Structure, Services, Strengths and Weaknesses
- **Customer Interviews**
  - Services used
  - Satisfaction with vendor delivery
- **Weightings**

NTT America 7

INPUT



## **Vendor Analysis**

NTT America 8

INPUT



## *Vendors Reviewed*

- DecisionOne Corp.
- ENTEX Information Services
- Hewlett-Packard Co.
- Novadyne Computer Systems, Inc.
- Technology Service Solutions

NTT America 9

INPUT



## *Vendors Considered But Not Reviewed*

- Digital Equipment Corp.
- IBM
- NCR
- Unisys
- Wang

NTT America 10

INPUT



## *Customer Assessment*

NTT America 11

INPUT



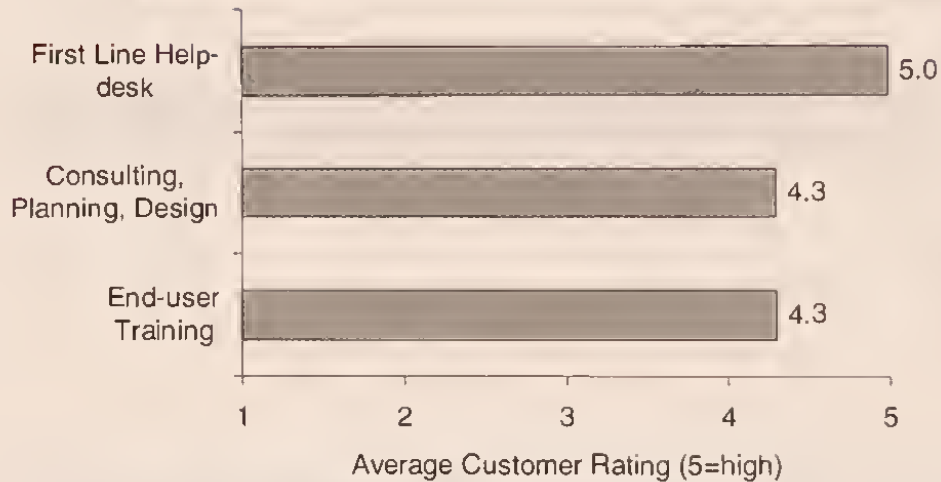
## *DecisionOne*

NTT America 12

INPUT



## Customer Satisfaction - DecisionOne

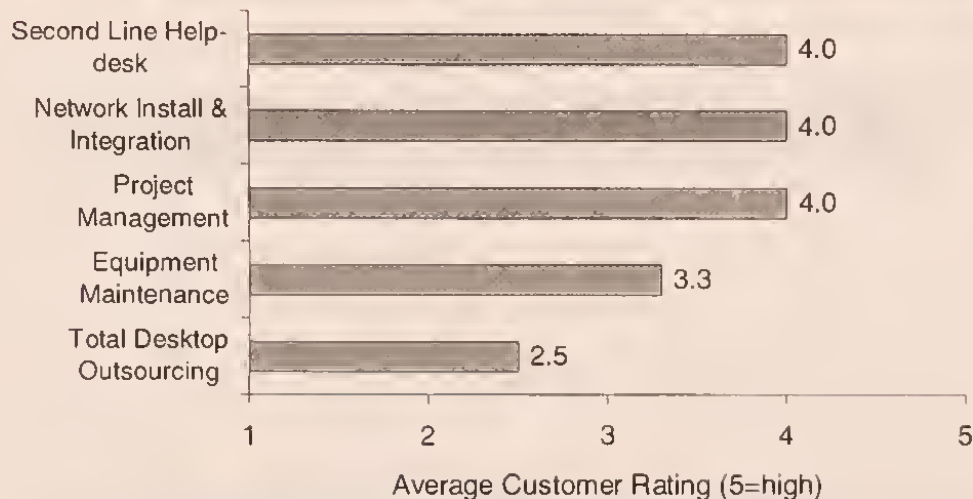


NTT America 13

INPUT\*



## Customer Satisfaction - DecisionOne



NTT America 14

INPUT\*



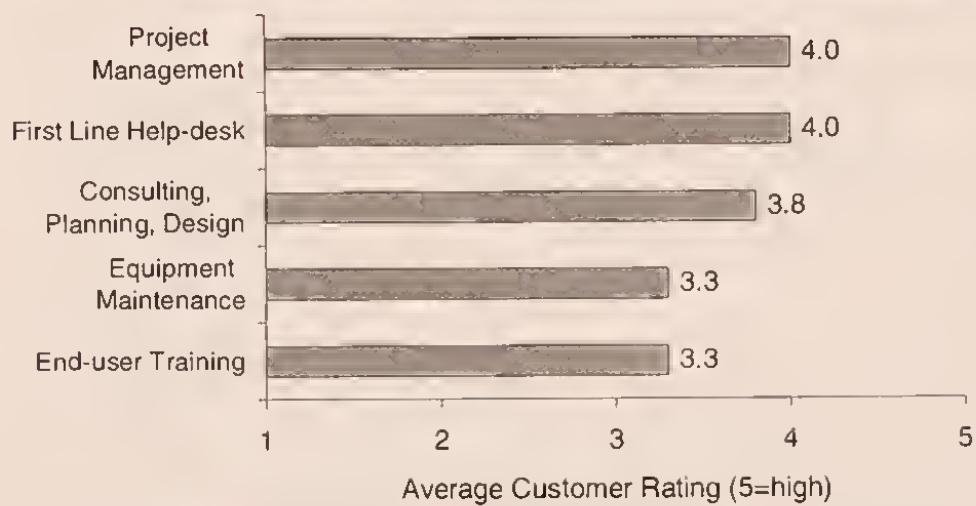
## ENTEX

NTT America 15

INPUT



## Customer Satisfaction - ENTEX



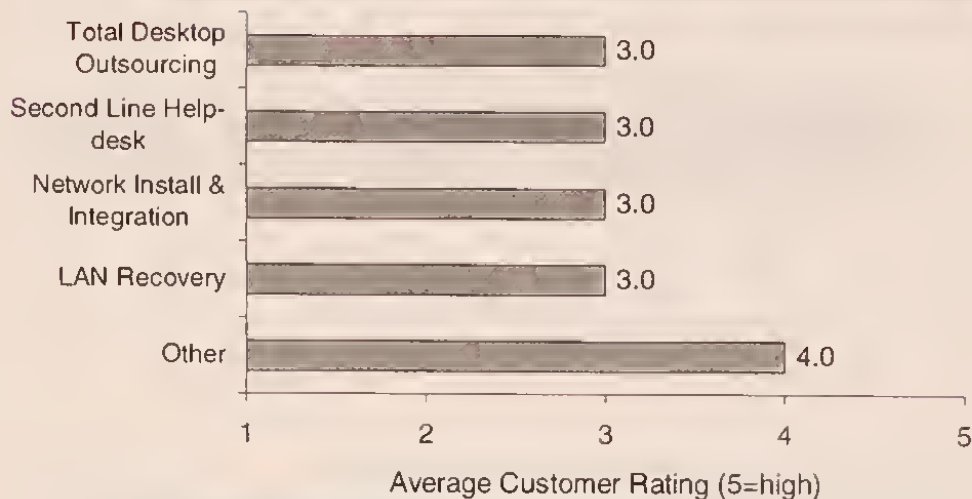
NTT America 16

INPUT





## Customer Satisfaction - *ENTEX*



NTT America 17

INPUT



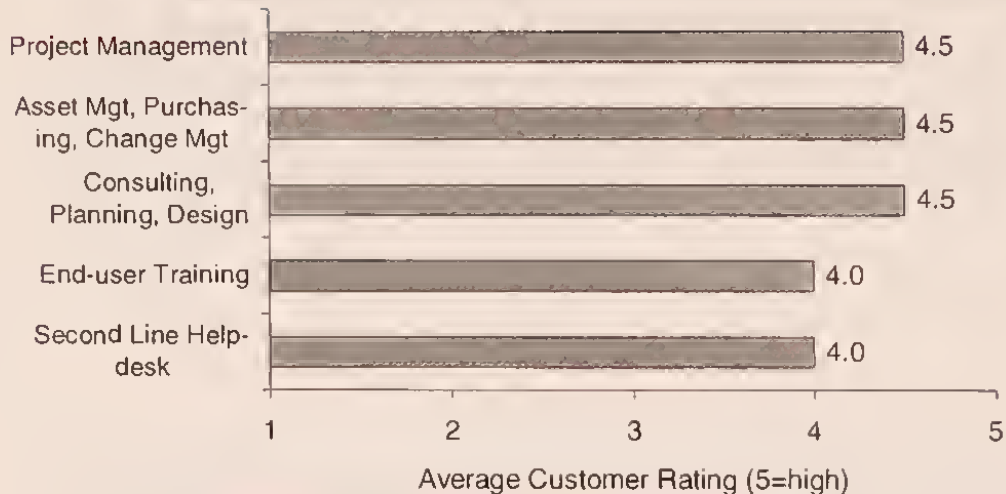
## *Hewlett Packard*

NTT America 18

INPUT



## Customer Satisfaction - Hewlett-Packard

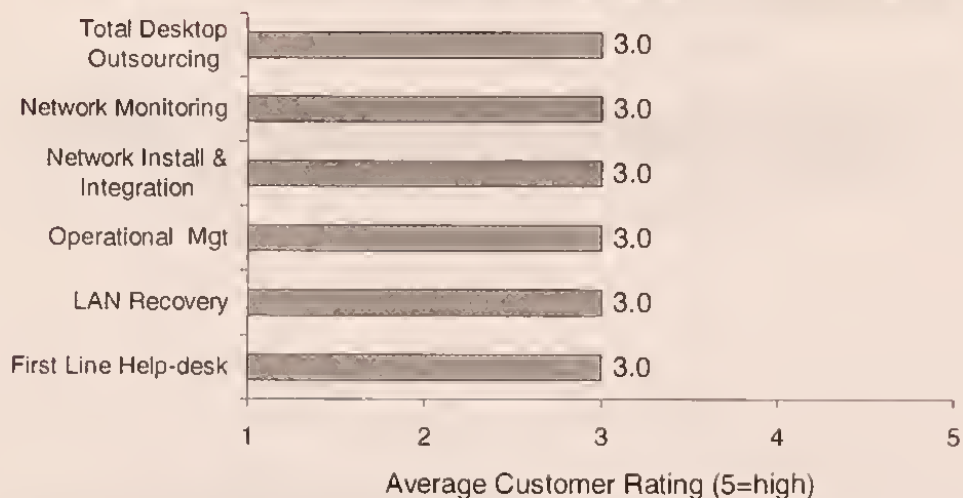


NTT America 19

INPUT



## Customer Satisfaction - Hewlett-Packard



NTT America 20

INPUT



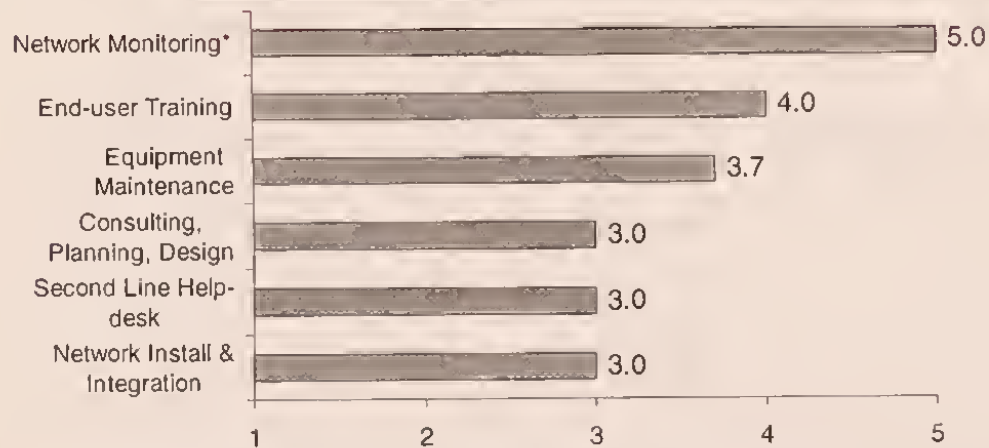
## Novadyne

NTT America 21

INPUT\*



## Customer Satisfaction - Novadyne



\* partial monitoring;  
1 response

Average Customer Rating (5=high)

NTT America 22

INPUT\*



## ***Technology Service Solutions (TSS)***

NTT America 23

INPUT



## ***TSS***

- “Hidden” service supplier
- Attempted to contact discuss with partners
- Appear to provide good service

NTT America 24

INPUT



## Vendor Comparison

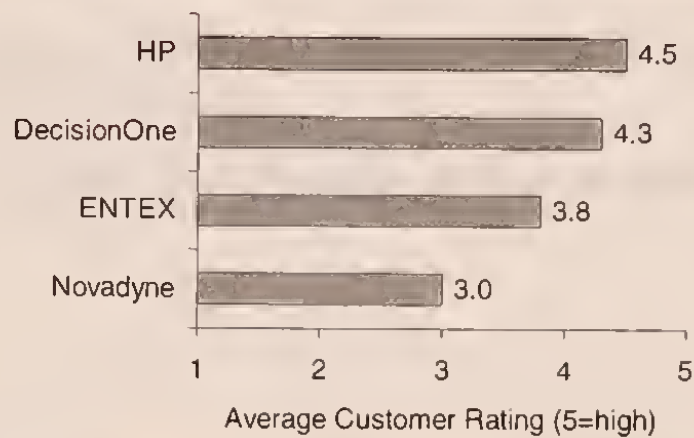
NTT America 25



INPUT



## Consulting, Planning & Design



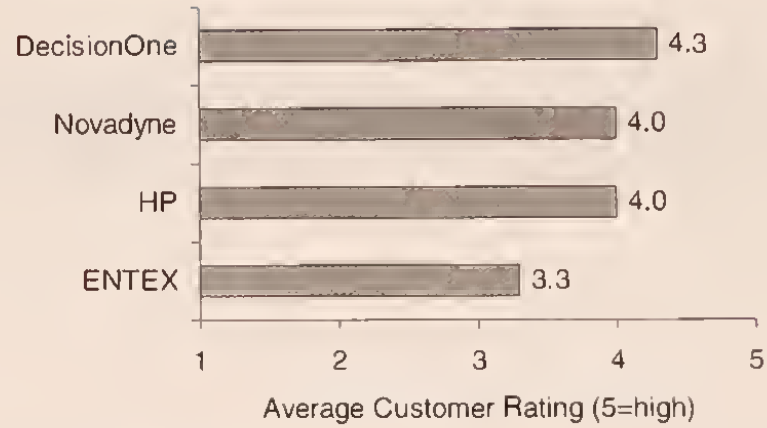
NTT America 26



INPUT



## End-user Training

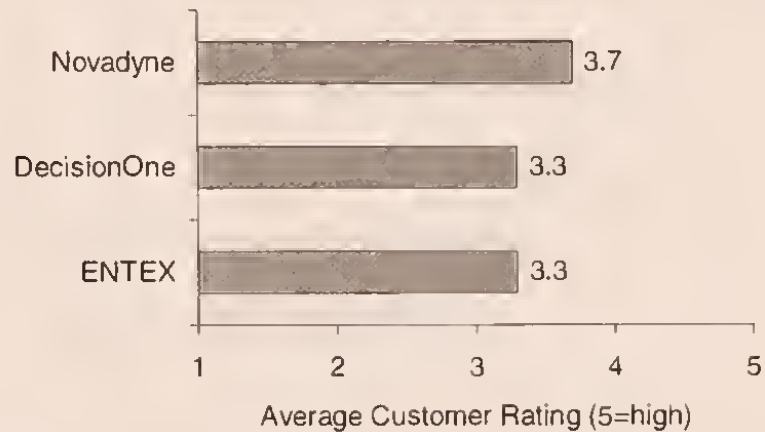


NTT America 27

INPUT



## Equipment Maintenance



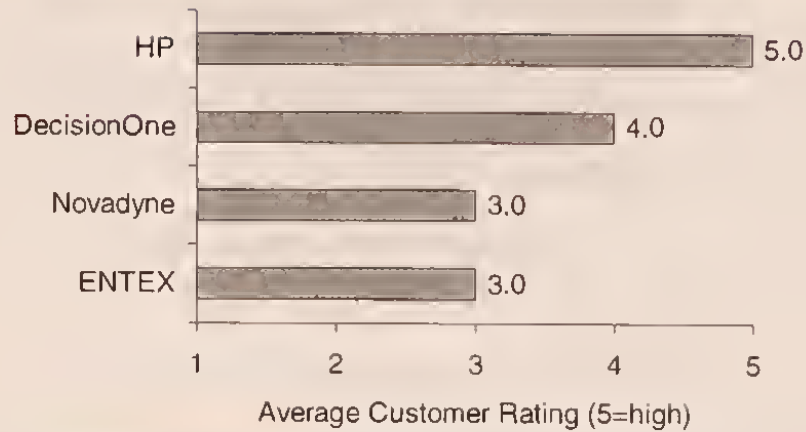
HP unavailable

NTT America 28

INPUT



## Network Installation & Integration

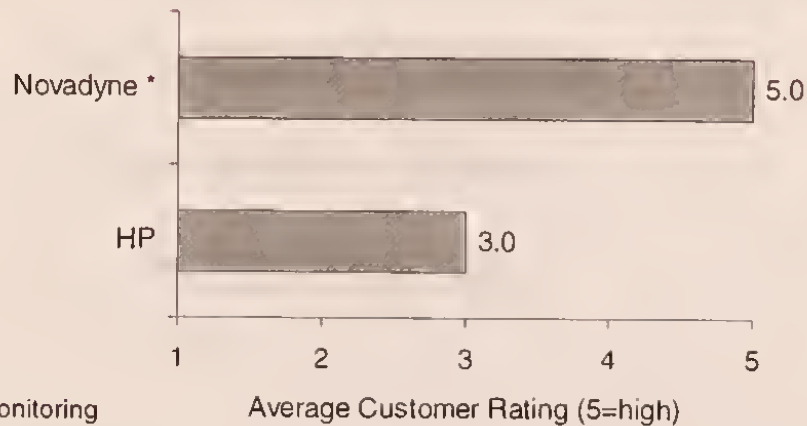


NTT America 29

INPUT



## Network Monitoring



\* partial monitoring

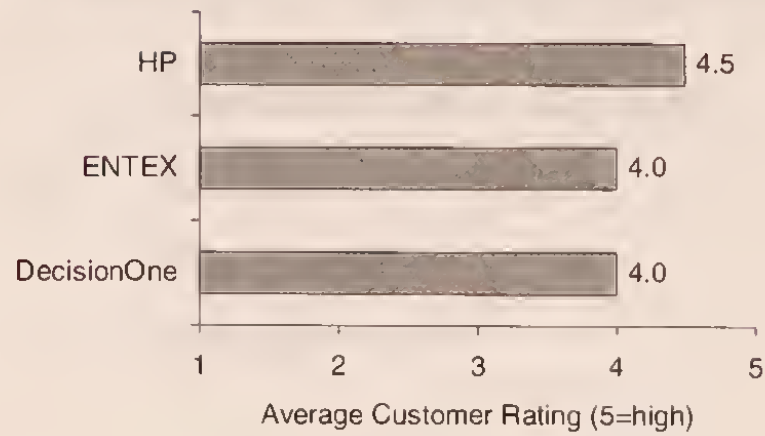
ENTEX and  
DecisionOne unavailable

NTT America 30

INPUT



## Project Management



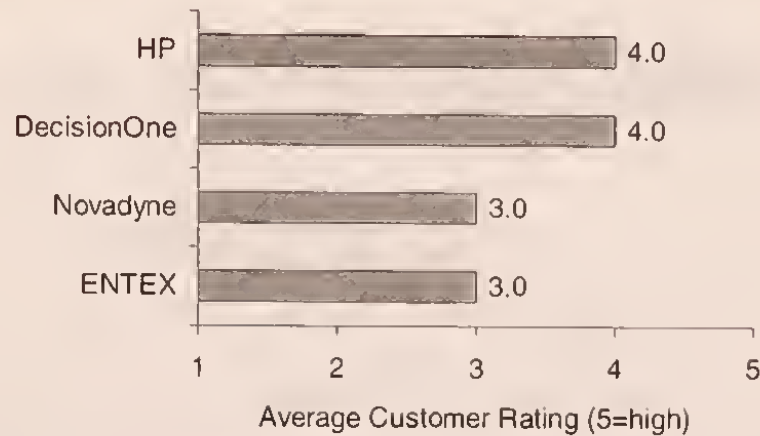
Novadyne unavailable

NTT America 31

INPUT



## Second Line Help-desk



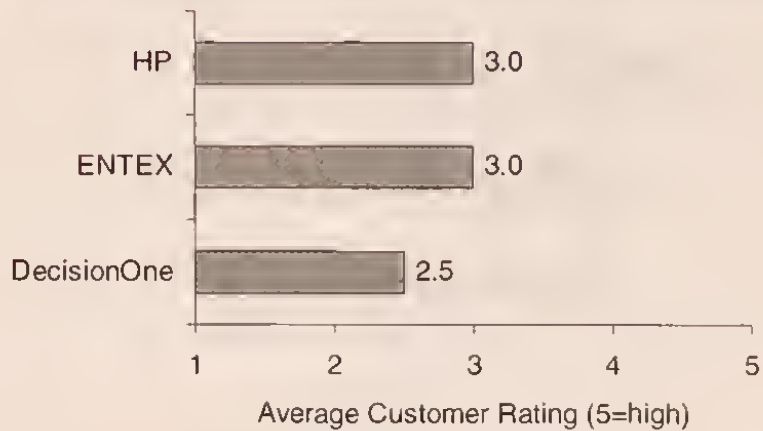
NTT America 32

INPUT





## Total Desktop Outsourcing



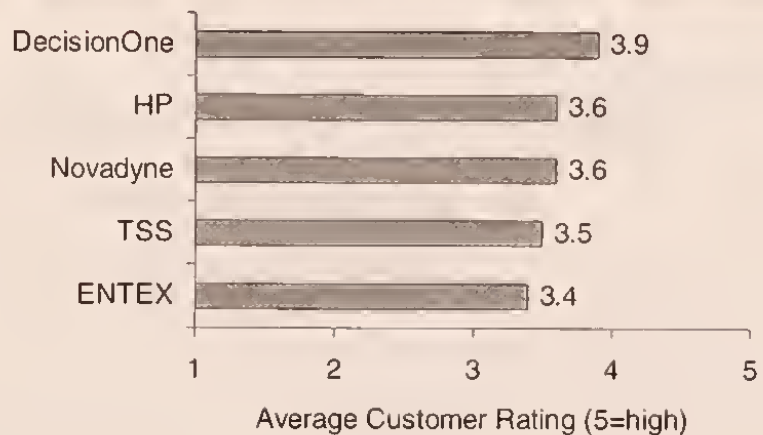
Novadyne unavailable

NTT America 33

INPUT\*



## Customer Overall Service Ratings



NTT America 34

INPUT\*



## Vendor Scores

	Decision One	ENTEX	HP	Novadyne	TSS
Service	81	59	72	54	81
Customer Range	9	5	7	6	2
Japanese Support	12	12	18	4	12
Partnering	21	19	21	10	21
Total	123	95	118	74	116

NTT America 35

INPUT



## Conclusion

NTT America 36

INPUT



## *Conclusions*

- No clear winner but 3 contenders
- Limited pricing information available
- Wide experience of partnering
- No-one offering competitive service

NTT America 37

INPUT



# ***Analysis of LAN Maintenance Vendors***

**Wilson Haddow**

**INPUT**

**wh@input.com**



# *Contents*

- **Introduction**
- **Research Methodology**
- **Vendor Analysis**
- **Vendor Comparison**
- **Conclusion**



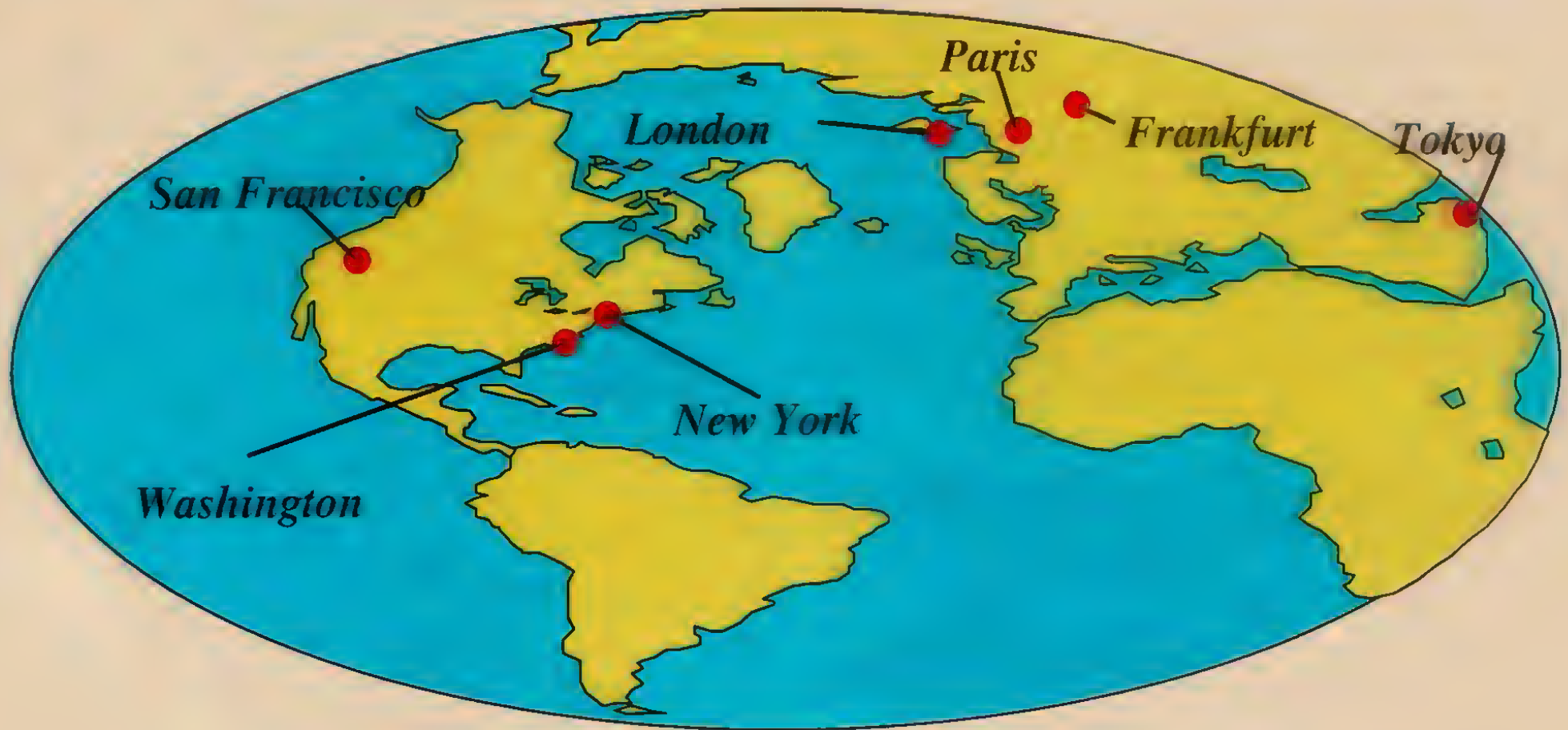
# *Introduction*



# *About INPUT*

- **20+ Years In IT Research & Consultancy**
- **Focus on Systems, Software & Services Solutions**
- **Matching Supply Capability to Market Demand**
- **Global and Local Coverage**

# *Worldwide Market Scope*



***Global Expertise Local Research***

NTT America 5

**INPUT<sup>®</sup>**





# *Research Methodology*



# *Research Methodology*

- **Company Overview**
  - **Size, Structure, Services, Strengths and Weaknesses**
- **Customer Interviews**
  - **Services used**
  - **Satisfaction with vendor delivery**
- **Weightings**



# *Vendor Analysis*



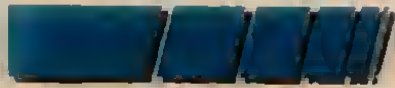
## *Vendors Reviewed*

- **DecisionOne Corp.**
- **ENTEX Information Services**
- **Hewlett-Packard Co.**
- **Novadyne Computer Systems, Inc.**
- **Technology Service Solutions**



## ***Vendors Considered But Not Reviewed***

- **Digital Equipment Corp.**
- **IBM**
- **NCR**
- **Unisys**
- **Wang**



# *Customer Assessment*



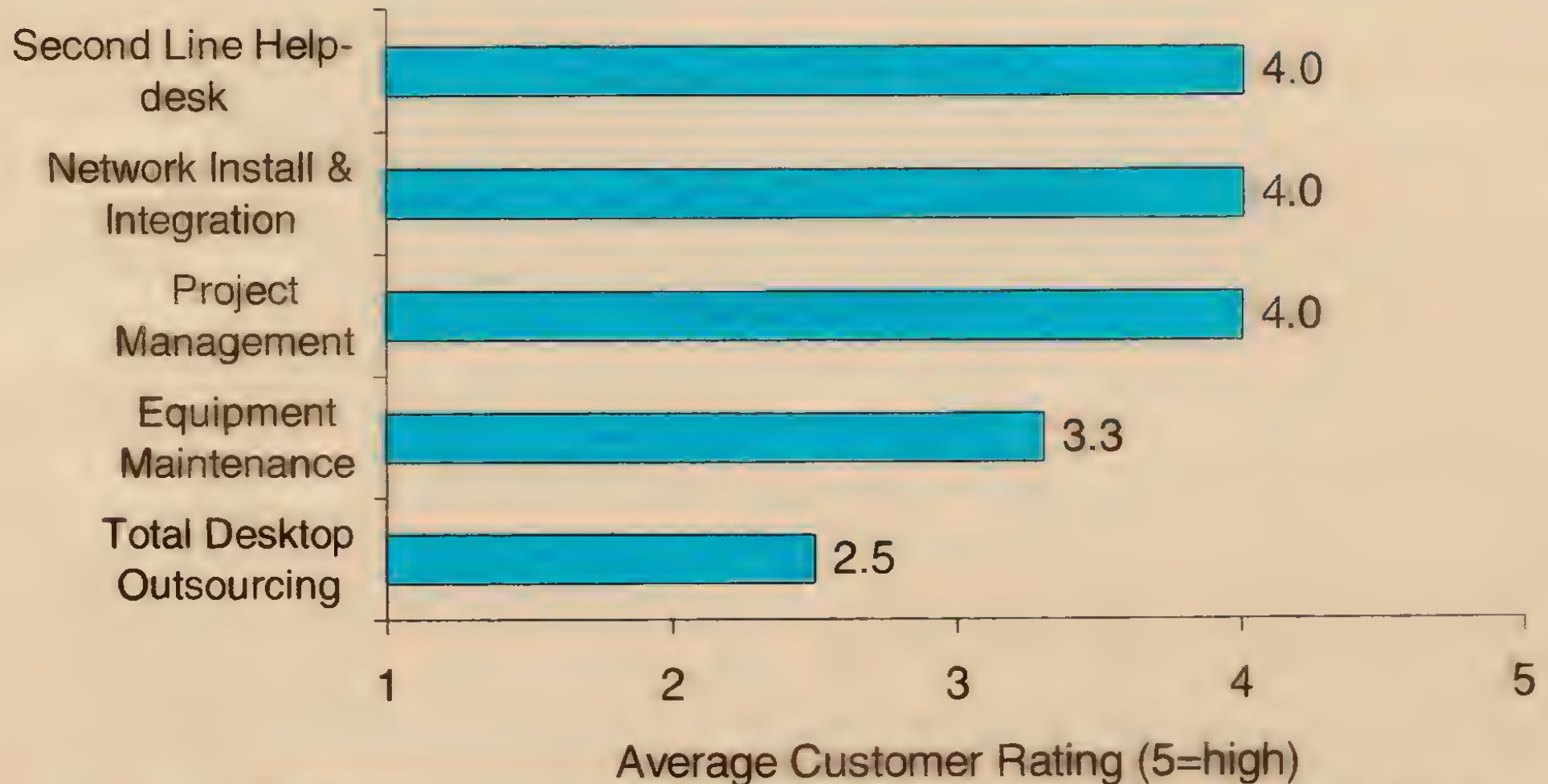
# *DecisionOne*

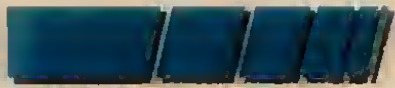
# Customer Satisfaction - DecisionOne





# Customer Satisfaction - DecisionOne





*ENTEX*

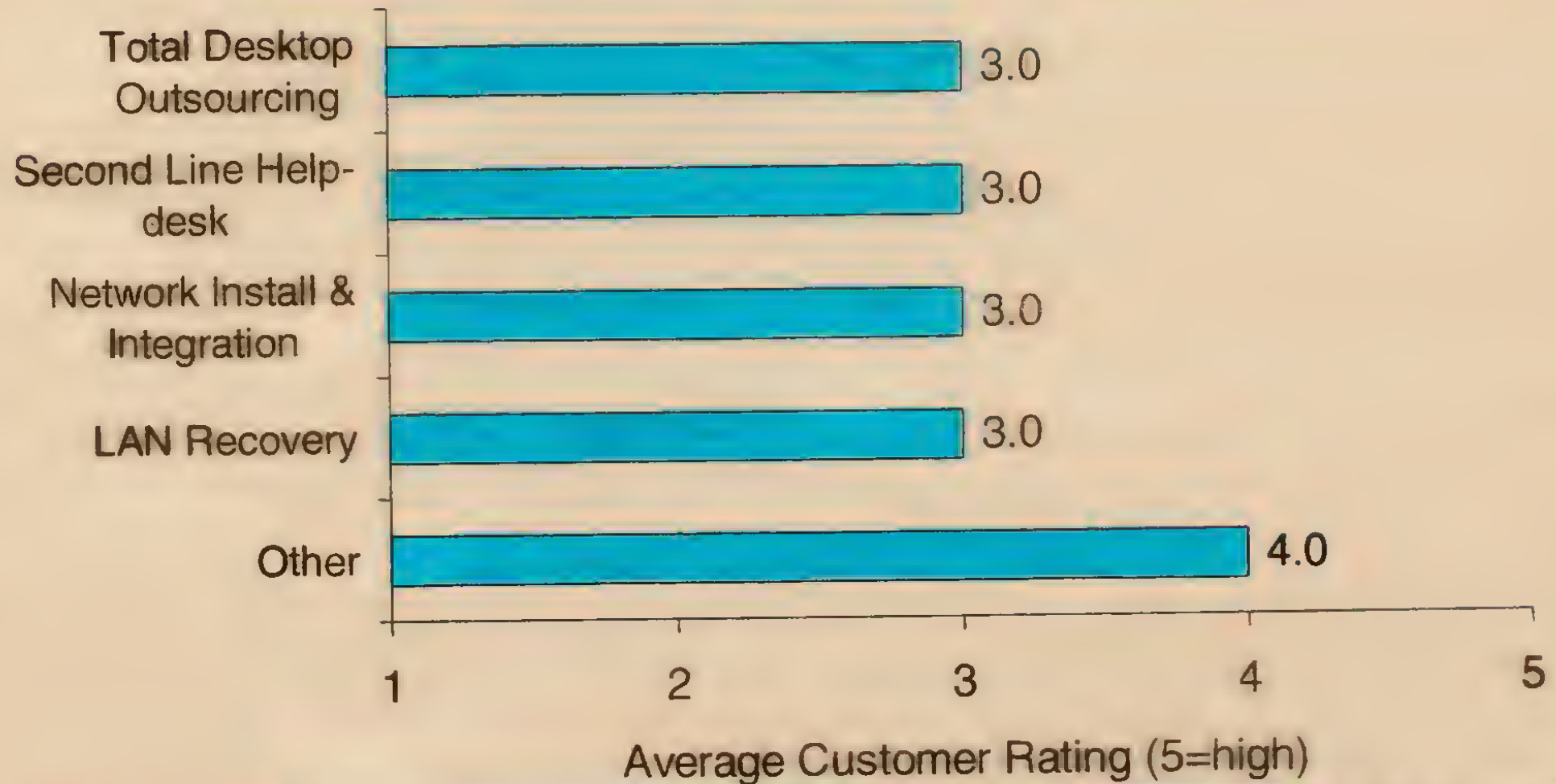
NTT America 15

INPUT<sup>®</sup>

# Customer Satisfaction - ENTEX



# Customer Satisfaction - ENTEX





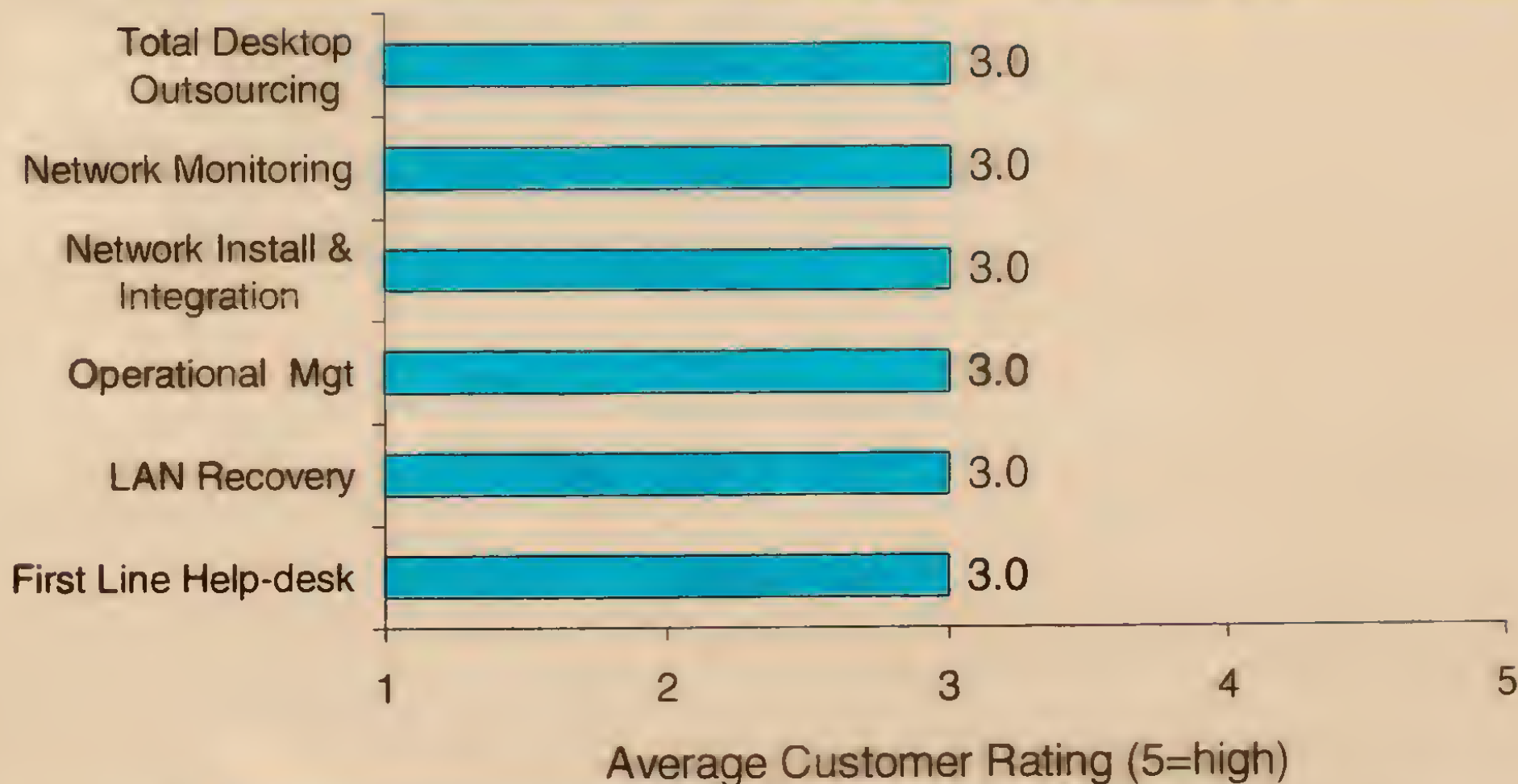
# *Hewlett Packard*

NTT America 18

INPUT



# *Customer Satisfaction - Hewlett-Packard*







# *Customer Satisfaction - Hewlett-Packard*





# *Novadyne*

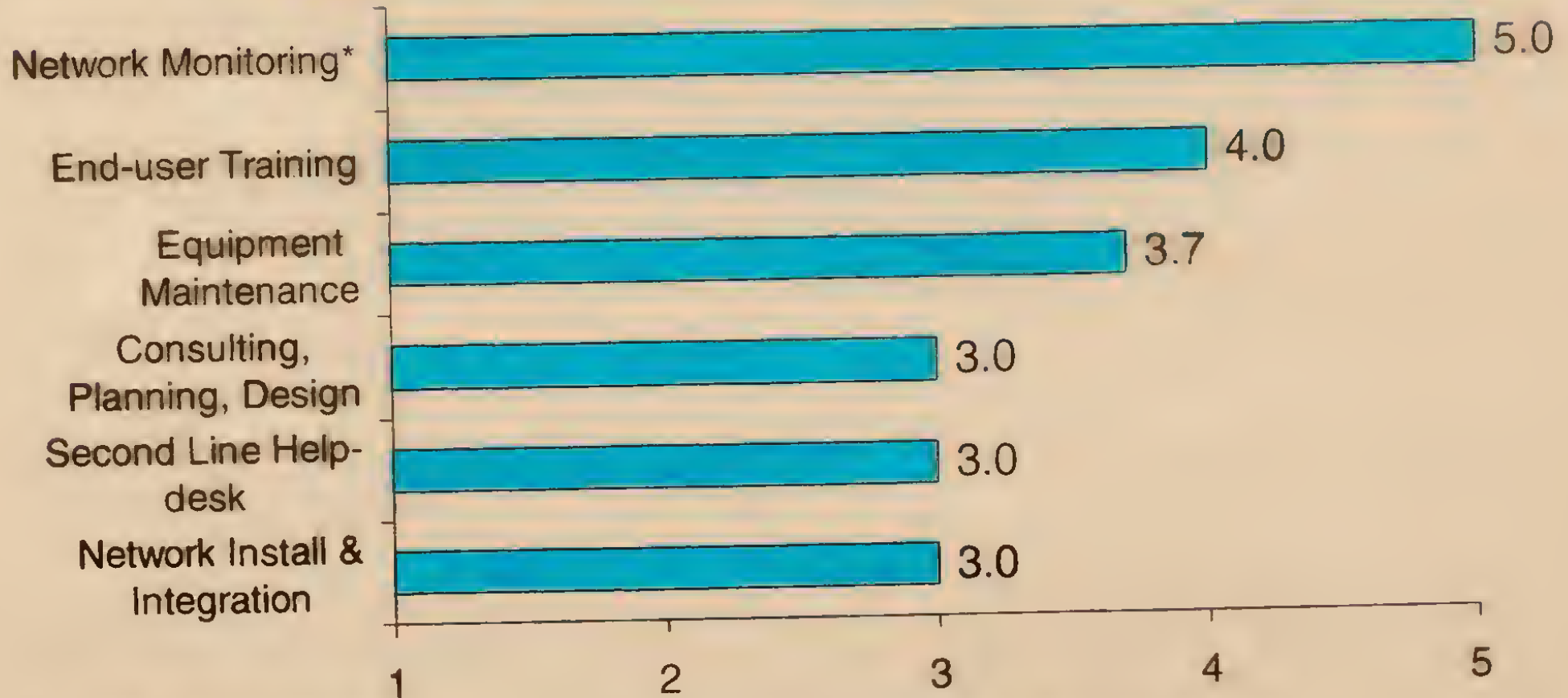
NTT America 21



INPUT<sup>00</sup>



# Customer Satisfaction - Novadyne



\* partial monitoring;  
1 response

Average Customer Rating (5=high)

NTT America 22

INPUT<sup>®</sup>



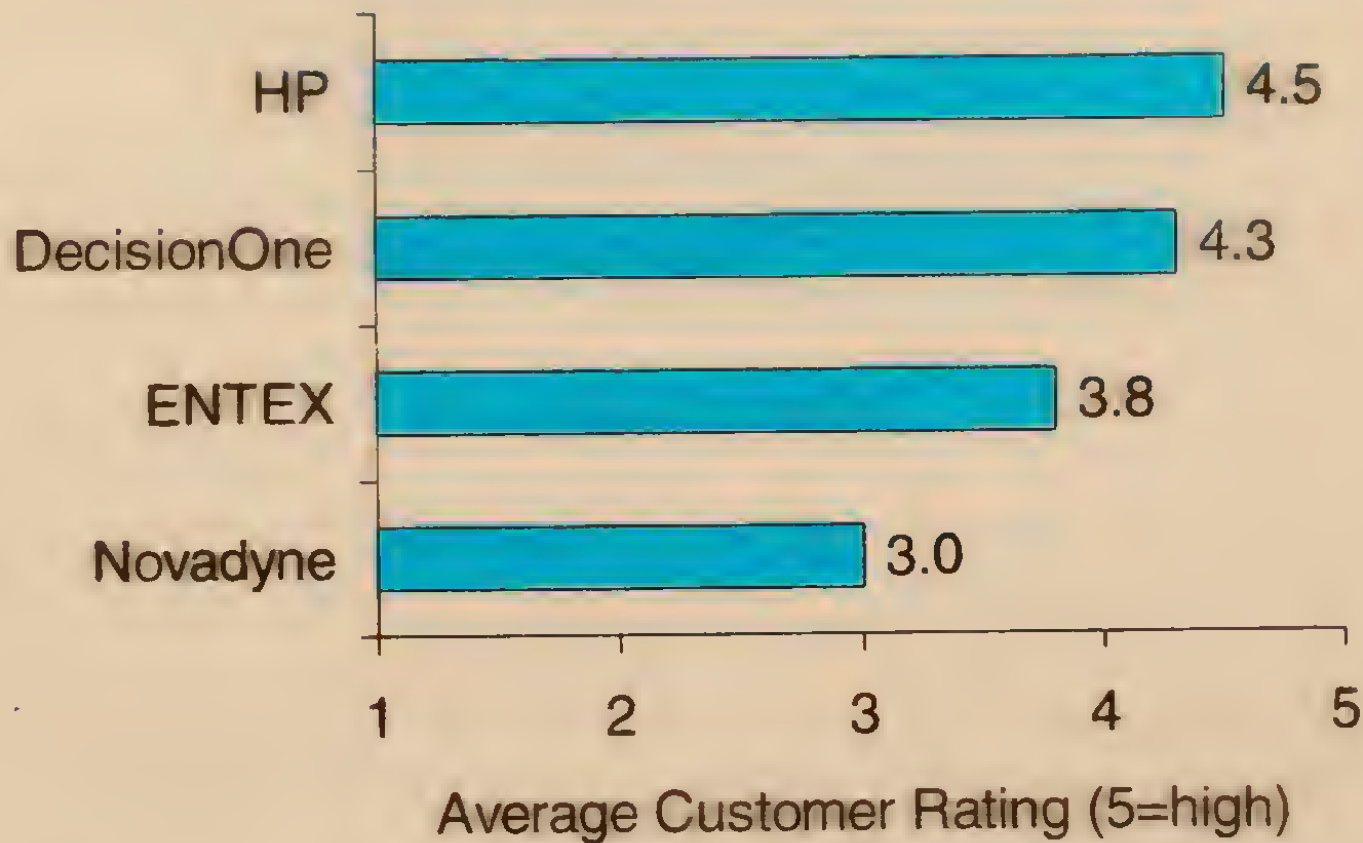
# ***Technology Service Solutions (TSS)***

- **“Hidden” service supplier**
- **Attempted to contact discuss with partners**
- **Appear to provide good service**



# *Vendor Comparison*

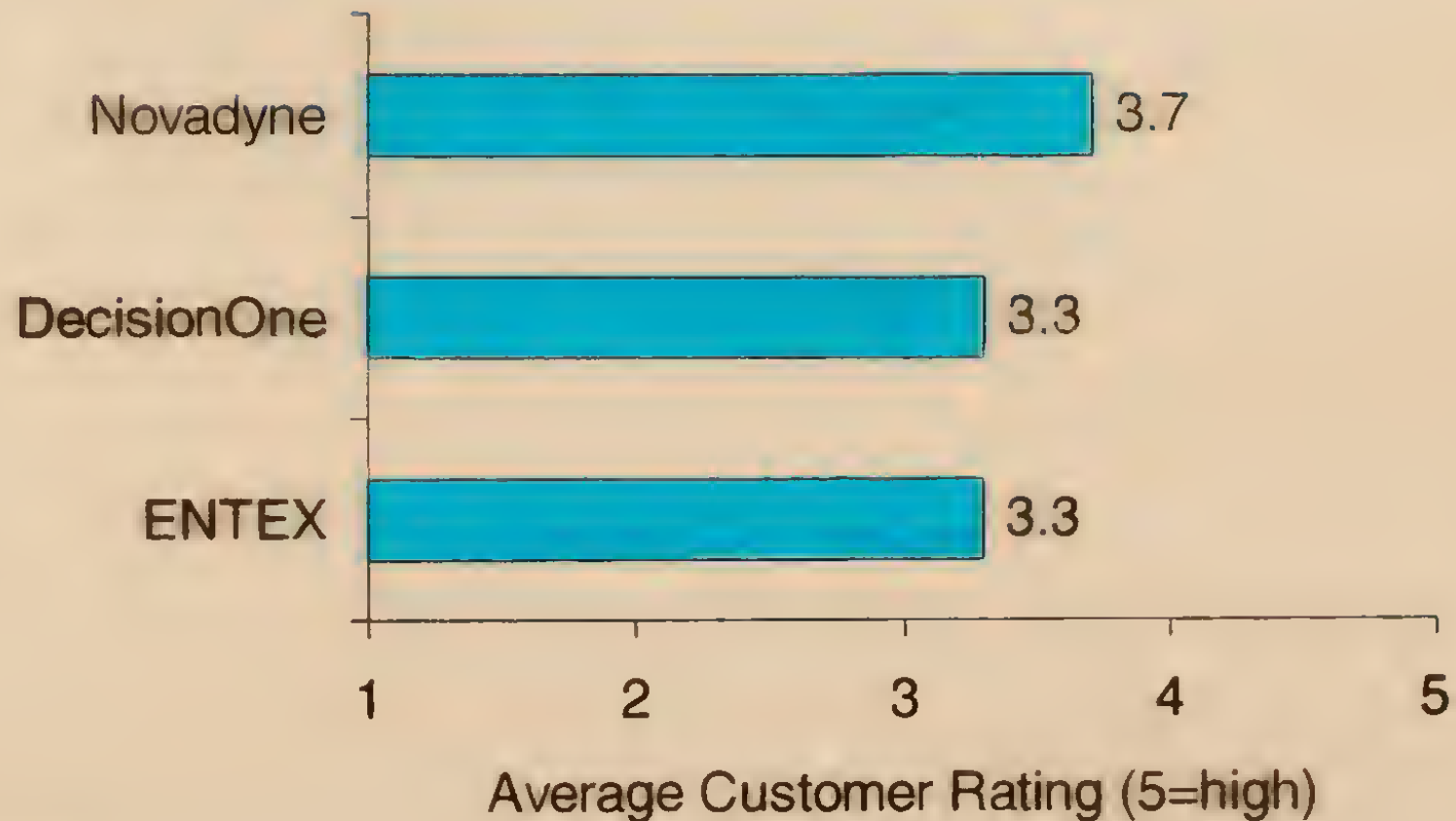
# Consulting, Planning & Design



# *End-user Training*



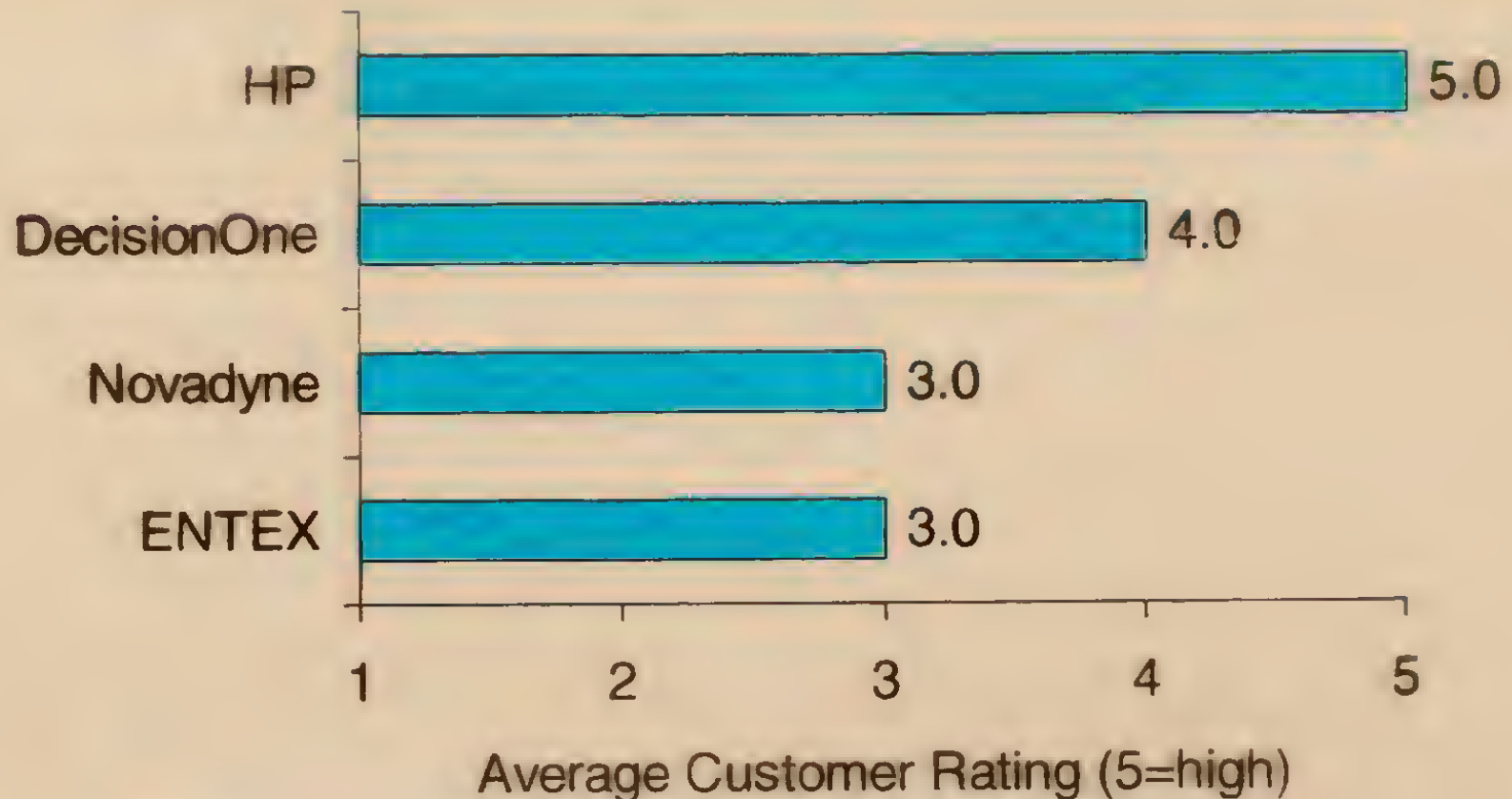
# Equipment Maintenance



HP unavailable

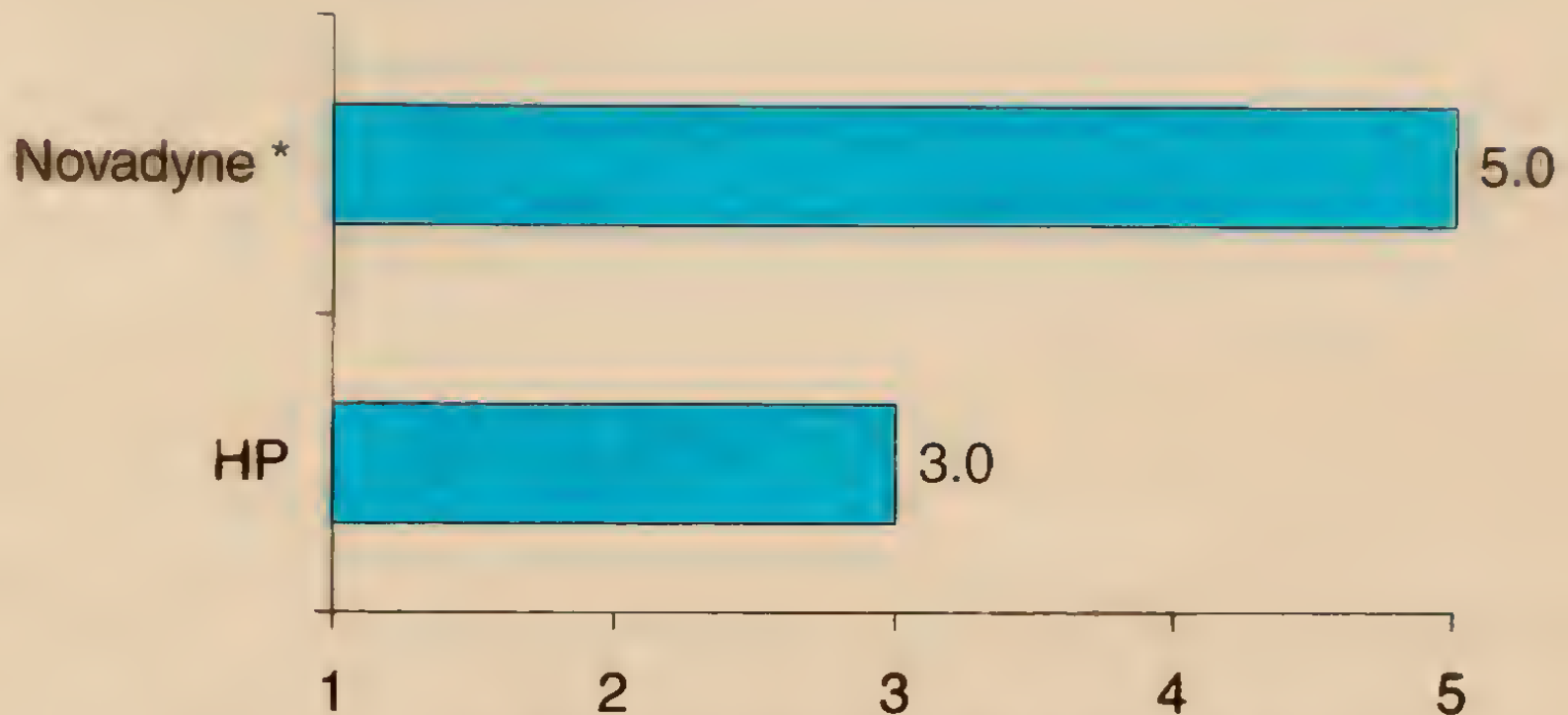


# Network Installation & Integration





# Network Monitoring



\* partial monitoring

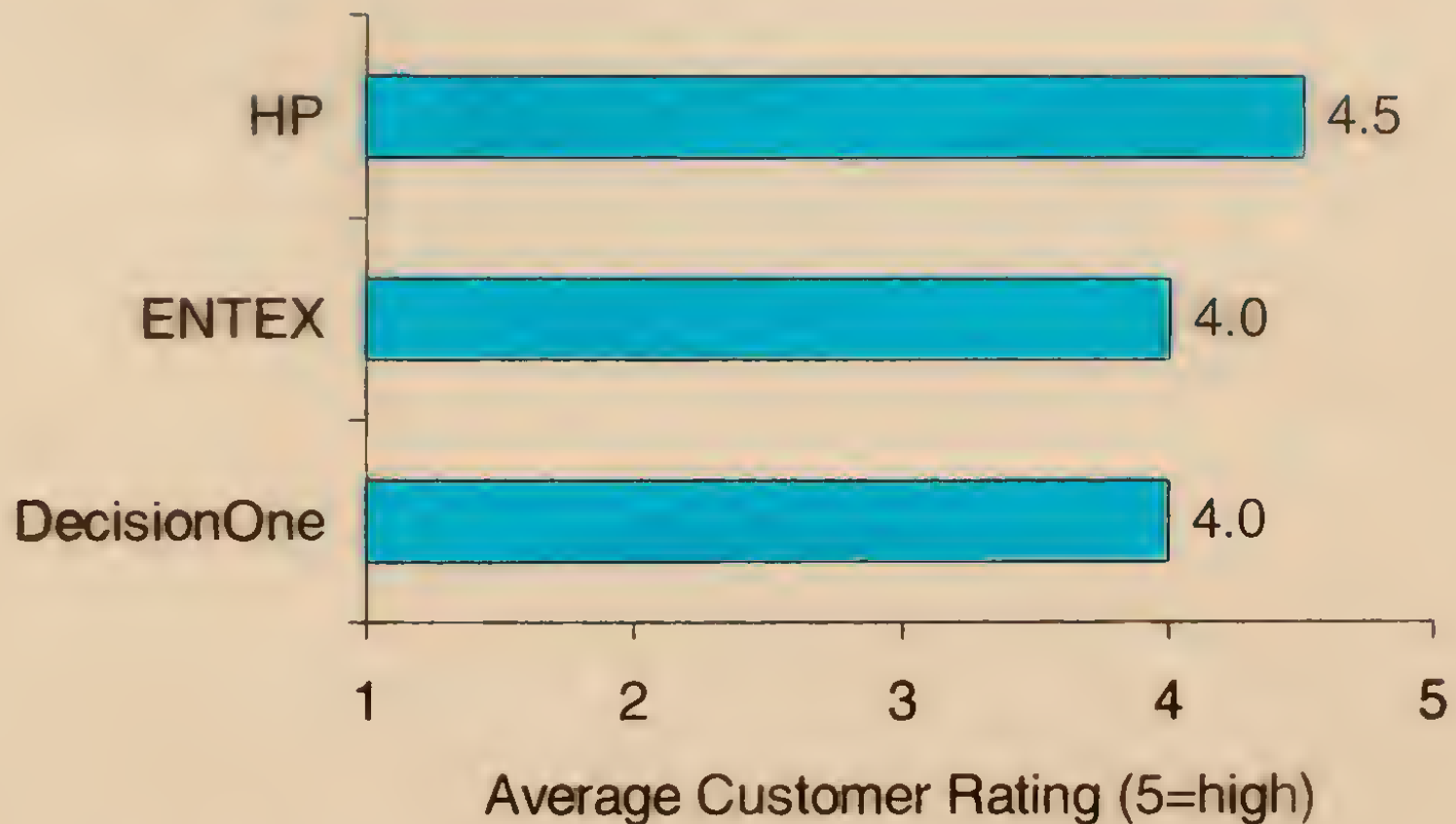
Average Customer Rating (5=high)

ENTEX and  
DecisionOne unavailable

NTT America 30

INPUT<sup>®</sup>

# Project Management

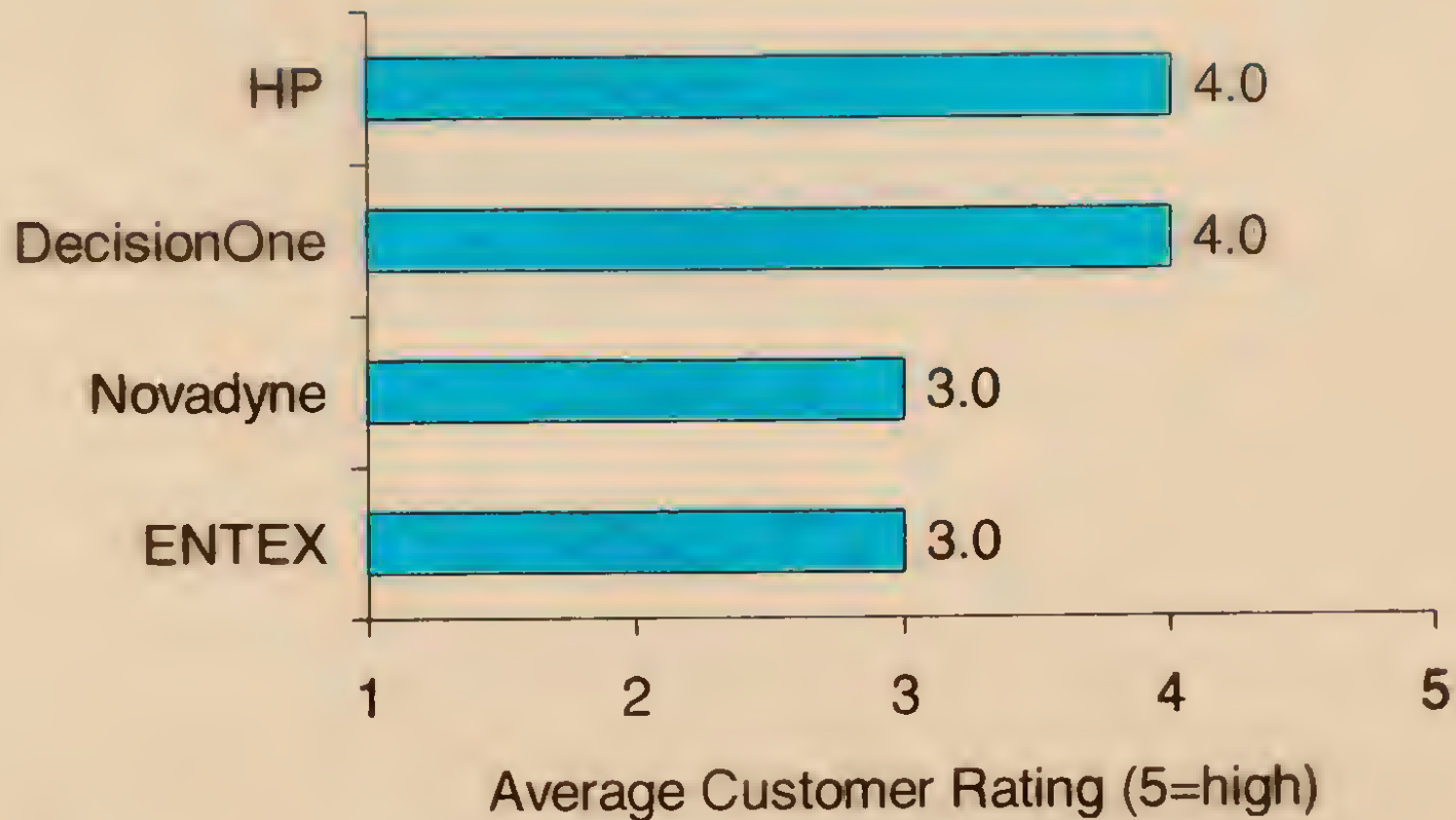


Novadyne unavailable

NTT America 31

INPUT<sup>®</sup>

## ***Second Line Help-desk***



# *Total Desktop Outsourcing*

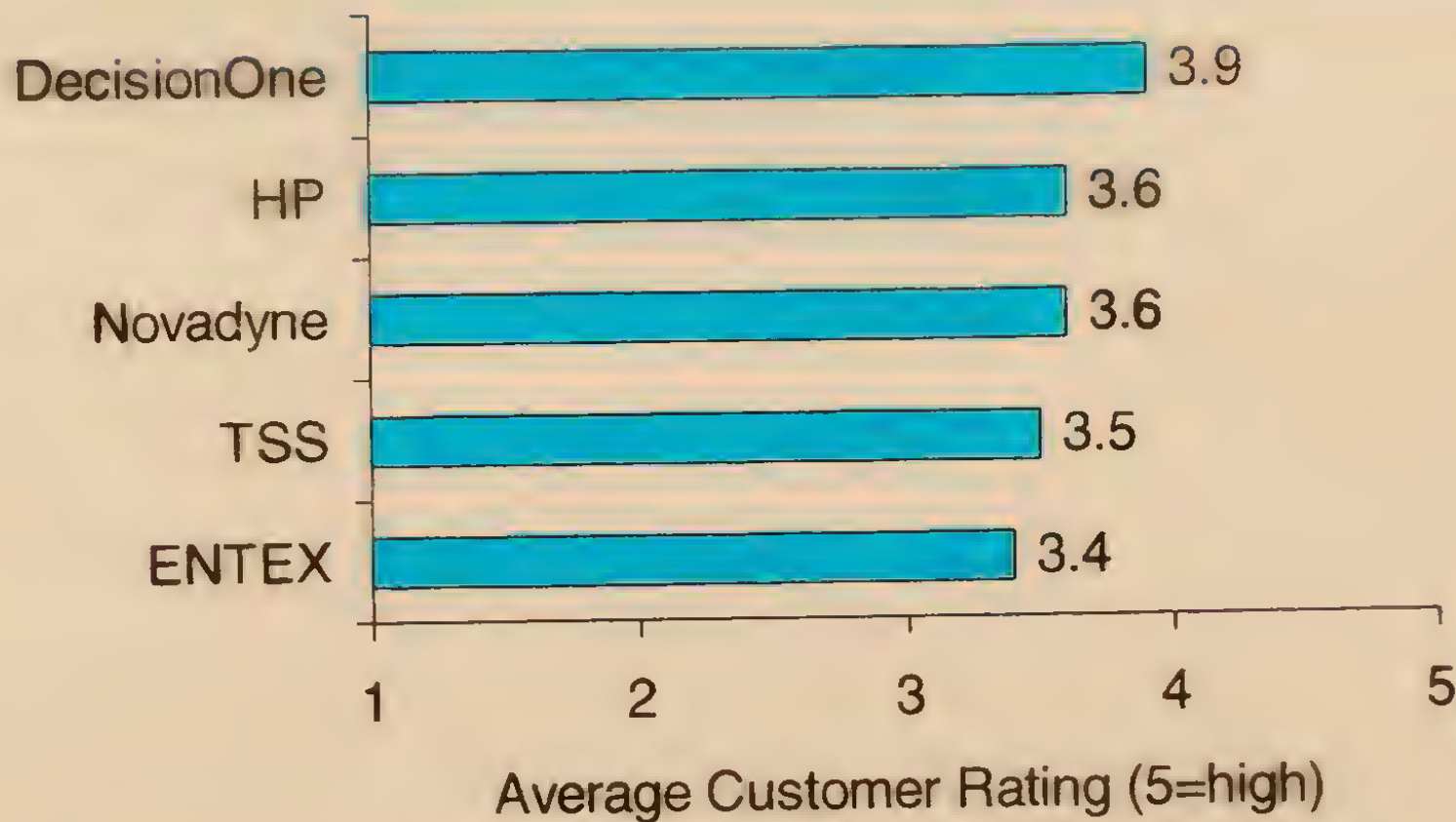


Novadyne unavailable

NTT America 33

INPUT<sup>®</sup>

# Customer Overall Service Ratings





# *Conclusion*



## *Vendor Scores*

	<b>Decision One</b>	<b>ENTEX</b>	<b>HP</b>	<b>Novadyne</b>	<b>TSS</b>
<b>Service</b>	81	59	72	54	81
<b>Customer Range</b>	9	5	7	6	2
<b>Japanese Support</b>	12	12	18	4	12
<b>Partnering</b>	21	19	21	10	21
<b>Total</b>	123	95	118	74	116





# *Conclusions*

- **No clear winner but 3 contenders**
- **Limited pricing information available**
- **Wide experience of partnering**
- **No-one offering competitive service**